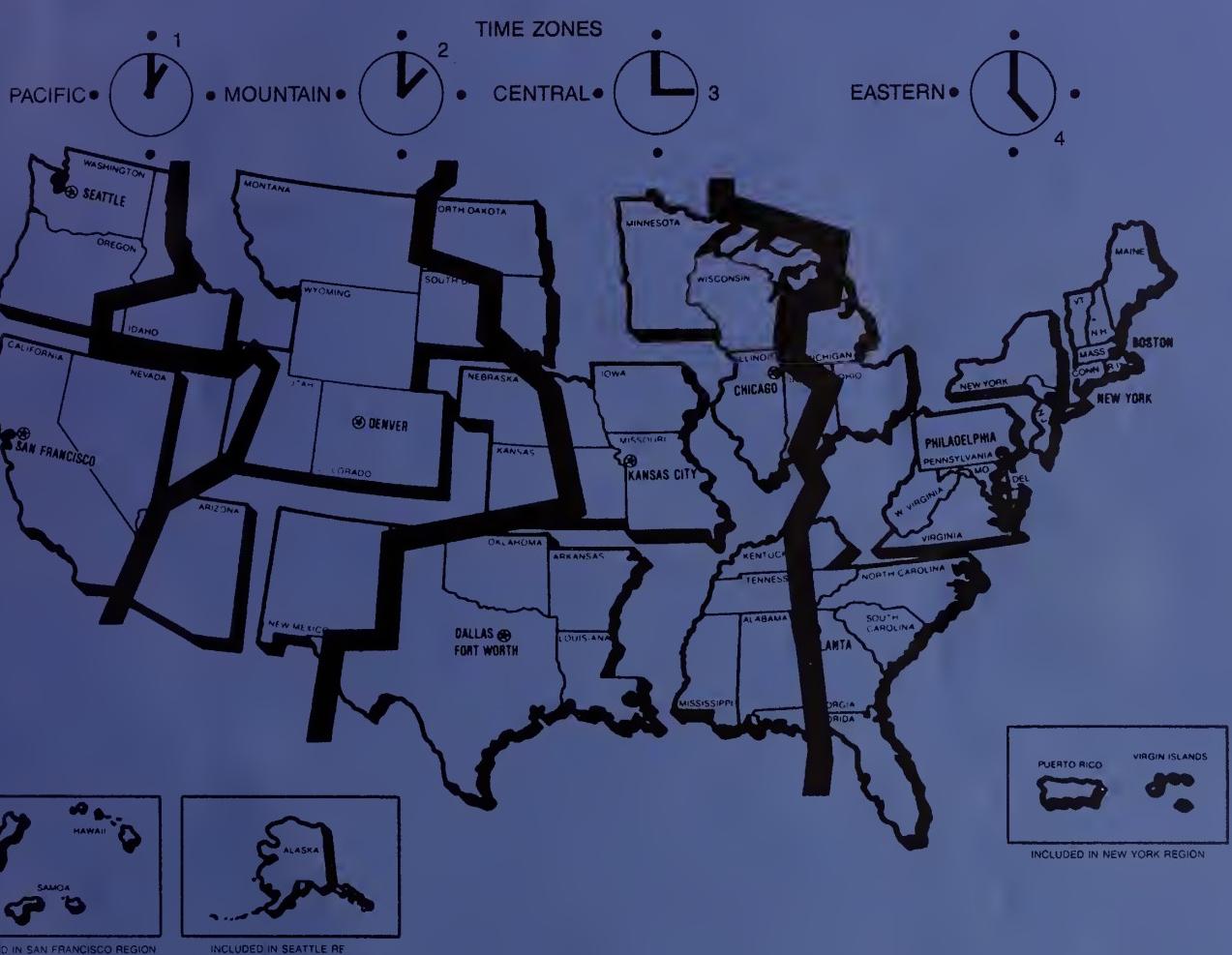


Health Care Financing Administration INTERMEDIARY AND CARRIER DIRECTORY



HISTORY
RA
412
.3
U667
1988

**Department of
Health and Human Services
Health Care Financing Administration
Bureau of Program Operations
HID-1(1/88)**



(131)
RA
412.3
. U667
1988

INTERMEDIARY-CARRIER
DIRECTORY REVISION
U.S. Department of
Health and Human Services
HEALTH CARE FINANCING ADMINISTRATION

HID-1

January 1988

REV 28

This is Revision 28 of the Intermediary-Carrier Directory. Discard all previous revisions, since all sections of the directory have been updated.

The directory is intended for the internal use of the Health Care Financing Administration staff in facilitating contact with Medicare Intermediaries and Carriers. Any inquiries regarding the content of this directory or changes to the information contained herein should be referred to the Health Care Financing Administration, Division of Contracts, Room 332, Meadows East Building, 6325 Security Boulevard, Baltimore, Maryland 21207.

COMMUNICATING WITH INTERMEDIARIES OR CARRIERS

The rights and obligations of Intermediaries and Carriers and of the Secretary are covered under the Medicare contracts. No requests should be made of contractors unless specifically authorized by these contracts. Any questions in this regard should be addressed to the Bureau of Program Operations, Office of Program Administration, Division of Contracts, Room 332 Meadows East Building.

Contact: Mary Fisher Johns





INTERMEDIARY-CARRIER DIRECTORY

CONTENTS	Page
PART I - BLUE CROSS AND BLUE SHIELD ASSOCIATION AND BLUE CROSS PLANS (Plans listed alphabetically by State)	1
PART II - BLUE SHIELD PLANS (Listed alphabetically by State)	16
PART III - ALL OTHERS - COMMERCIAL, INDEPENDENT (Listed alphabetically by name of organization)	24

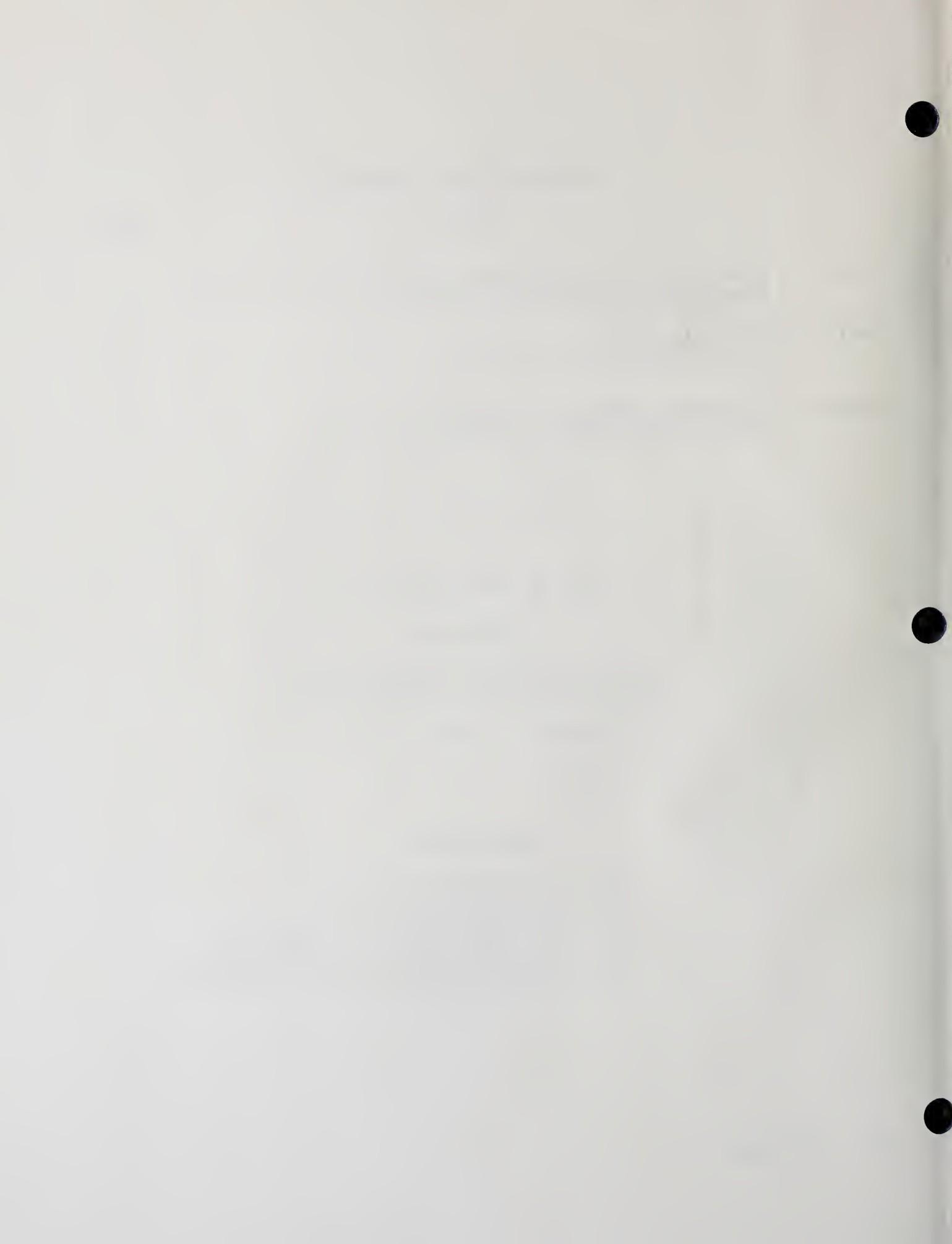
PLEASE NOTE

All work days begin on Monday and
end on Friday unless otherwise stated.

All hours are from a.m. to p.m.

ABBREVIATIONS:

RHC = Rural Health Clinics
CHC = Community Health Centers
HHA = Home Health Agencies
HL = Histocompatibility Labs (Independent)
OPA = Organ Procurement Agencies (Independent)
PE = Parenteral/Enteral



PART I - BLUE CROSS AND BLUE SHIELD ASSOCIATION

<u>PHONE</u>	
<u>BLUE CROSS AND BLUE SHIELD ASSOCIATION</u>	FTS 8-312-440-6000
<u>676 North St. Clair Street, Chicago, Illinois 60611</u>	(Direct Dial)
Hours: 8:30 - 4:30	
Bernard R. Tresnowski, President	440-6010
J. Bruce Cardwell, Executive Vice President	440-5904
Edward Sellers, Senior Vice President, Business Support	440-5690
Harry P. Cain, II, Sr. Vice Pres., Federal Programs Division	440-6149
Donald R. Cohodes, Administrator, Federal Programs Division	440-6245

BLUE CROSS PLANSALABAMA

<u>BLUE CROSS AND BLUE SHIELD OF ALABAMA</u>	FTS 8-205-988-2100
<u>450 Riverchase Parkway East, Birmingham, Alabama 35298</u>	(Direct Dial)
Hours: 8:00 - 4:45	
William H. Mandy, President and Chief Executive Officer	988-2118
E.G. Thrasher, Executive Vice President	988-2116
Charles R. Hartsell, Sr. Vice Pres. of Claims and Legislative Affairs	988-2126
Norman Love, Director, Federal Programs	988-2137
Lynda Northcutt, Manager, Medicare A Claims	988-2992

ALASKA

(See Blue Cross of Washington/Alaska)

ARIZONA

<u>BLUE CROSS AND BLUE SHIELD OF ARIZONA, INC.</u>	FTS 8-602-864-4400
<u>P.O. Box 13466, Phoenix, Arizona 85002</u>	(Direct Dial)
(Street Address: 2444 W. Las Palmaritas Drive Phoenix, Arizona 85021)	
Hours: 8:00 - 4:30	
Robert B. Bulla, President	864-4444
Hubert Pressley, Sr. Vice President & Treasurer	864-4222
Susan Nash, Director, Federal Programs	864-4224
Jody Chandler, Vice President, Claims and Federal Programs	864-4445
David F. Ward, Vice President, Finance	864-4123

PHONEARKANSAS

ARKANSAS BLUE CROSS AND BLUE SHIELD, INC.,
A MUTUAL INSURANCE COMPANY
 601 Gaines Street, Little Rock, Arkansas 72203
 Hours: 8:00 - 4:45

FTS Operator 8-740-5011
 378-2334

George K. Mitchell, M.D., President	378-2133
H. T. Gardner, Executive Vice President	378-2135
P. Mark White, Senior Vice President	378-2208
Robert L. Shoptaw, Executive Vice President	378-2242
Jim Patton, Staff Attorney, Hearing & Appeal Officer	378-2375
Theresa Milligan, Manager, Government Programs Support	378-2078
Regina H. Stewart, Vice President, Govt. Programs	378-2836
Amanda Crosby, Manager Provider Audit & Reimbursement	378-2248

CALIFORNIA

BLUE CROSS OF CALIFORNIA
 P.O. Box 70000, Van Nuys, California 91470
 (St. Address: 21555 Oxnard St., Woodland Hills, CA 91367)
 Hours: 8:00 - 4:30

FTS 8-818-703-2345
 (Direct Dial)

SPECIAL CLAIMS: HHA, INDEPENDENT HOSPICES (WEST)

Leonard D. Schaeffer, President & Chief Executive Officer	703-3150
Particia Johnson, Acting Senior Vice President, Government Programs	703-2316
Joe Tuma, Director, Provider Audit Department	703-2971
Juliette Chenian, Manager, Medicare Claims	703-3652
Patricia Johnson, Vice President, Government Programs	703-3192

COLORADO

ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICE
 (d/b/a BLUE CROSS AND BLUE SHIELD OF COLORADO)
 700 Broadway, Denver, Colorado 80273
 Hours: 8:00 - 4:30

FTS 8-303-831-2134
 (Direct Dial)

SPECIAL CLAIMS: RHC

John R. Galbraith, President	831-2802
Elisa J. Hamill, Vice President, Government Programs	831-2400
* Tom Gillgannon, Vice President, Government Operations	831-2788
Stephen Endress, Vice President, Finance & Actuarial Services	831-2647
James Wanebo, Director, Medicare Part B Claims Operation	831-2943
Susan Schutte, Director, Government Services	831-2276
Jack Shipp, Director, Medicare Part A	831-2745

* Medicare Coordinator

PHONECONNECTICUT

BLUE CROSS AND BLUE SHIELD OF CONNECTICUT, INC.
370 Bassett Road, North Haven, Connecticut 06473

FTS 8-203-239-4911
(Direct Dial)

John Croweak, President and Chief Operating Officer
Anthony J. Martin, Sr. Vice President, Provider Relations
James M. Buccheri, Vice President, Government Programs

265-8101
265-8102

DELAWARE

BLUE CROSS BLUE SHIELD OF DELAWARE, INC.
One Brandywine Gateway, P.O. Box 1991
Wilmington, Delaware 19899

FTS 8-302-421-3000

Robert C. Cole, Jr., President	421-3020
Gilbert P. Bardsley, Senior Vice President	421-3191
Ralph Crouch, Senior Vice President and Treasurer	421-3150
Alan T. Marshall, Vice President, Claims Administration	421-3074
George H. English, Jr., Director, National Government and Business Claims	421-3293
William J. McDonald, Manager, Medicare Claims	421-3087

DISTRICT OF COLUMBIA

BLUE CROSS AND BLUE SHIELD OF THE NATIONAL CAPITAL AREA
550 Twelfth Street, S.W., Washington, D.C. 20065
Hours: (Flexible) 7:30-3:00 - (Core) 9:00 - 3:00

FTS 8-202-479-8000
(Direct Dial)

District of Columbia; Maryland Counties of Prince Georges & Montgomery;
Virginia Counties of Arlington & Fairfax & City of Alexandria

Joseph P. Gamble, President, Exec. Division & Ch., Exec. Officer	479-8713
Benjamin W. Giuliani, Executive Vice President	479-8721
Wright B. Poffenberger, Vice President, Finance	479-8321
Paul Legendre, Manager, Part A Claims Department	662-3722
Simone J. Pace, Sr. Vice President, Customer Services	479-8488
Victor M. Brian, President, Operating Division	479-8727
Edwin P. Von Hoene, Vice President, Federal Programs	662-3720

NOTE: DC Contract Expires 3/31/88

PHONEFLORIDA

BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.
P.O. Box 1798, Jacksonville, Florida 32231
 (Street Address: 532 Riverside Avenue
 Jacksonville, Florida 32231)

FTS 8-904-791-6111
 (Direct Dial)

Hours: 8:00 - 4:30

William E. Flaherty, President
 Antonio Favino, Sr. Vice President, Government Programs
 Patricia Williams, Vice President, Medicare Part A
 Shirley Edlin, Director, Medicare Part A Claims
 Shuman Makker, Director Provider Audit Reimbursement

GEORGIA

BLUE CROSS AND BLUE SHIELD OF GEORGIA, INC.
2357 Warm Springs Road, P.O. Box 7368
Columbus, Georgia 31908
 Hours: 8:00 - 5:00

FTS 8-404-571-5371
 (Direct Dial)

Thomas Kinser, President & Chief Executive Officer
 Joan Burks, Sr. Vice President for Government Programs
 Robert W. Ebert, Assistant Vice President, Medicare Claims

IDAHO

(See Blue Cross and Blue Shield of Oregon)

ILLINOIS

HEALTH CARE SERVICE CORPORATION
233 North Michigan Avenue, Chicago, Illinois 60601
 Hours: 8:00 - 4:00

FTS 8-312-938-6206
 (Direct Dial)

SPECIAL CLAIMS: HHA

S. Martin Hickman, President and Chief Executive Officer	938-6817
Charles R. Goulet, Executive Vice President	938-6498
John F. Nutting, Executive Vice President	938-6209
Thomas F. Meyer, Director, Provider Reimbursement & Audit	938-6264
Marilee Pritchard, Medicare Part A Coordinator	938-6201
Cecilia Krull, Director, Government Contracts	938-7687

PHONEINDIANA

ASSOCIATED INSURANCE COMPANIES, INC. FTS 8-317-841-4405
 (d/b/a BLUE CROSS AND BLUE SHIELD OF INDIANA)
 Operations Offices: 8320 Craig Street, Suite 100
 Indianapolis, Indiana 46250-0453 (Direct Dial)

Executive Offices: 120 West Market Street
 Indianapolis, Indiana 46204-2805
 Hours: 8:00 - 4:15

Lloyd J. Banks, Chairman of the Board and Chief Executive Officer	263-4703
Richard Kilborn, Vice Chairman of the Board	263-4610
L. Ben Lytle, President, and Chief Operating Officer	263-4292
Joel Honigbaum, Director, Government Programs Support	841-4402
Jerry Delp, Director, Audit and Reimbursement	841-4550
Marsha Barker, Medicare Coordinator	841-4405
Ronald Rosenberg, Sr. Vice President, Govt. Business Division	841-4401
Steve Crickmore, Director, Medicare A Claims	841-4525

IOWA

BLUE CROSS OF IOWA FTS 8-515-245-4618
 636 Grand Avenue, Station 28, Des Moines, Iowa 50309 (Direct Dial)
 Hours: 8:00 - 4:30

SPECIAL CLAIMS: HHA

D. Eugene Sibery, President
 Craig C. Hennessy, Senior Vice President, Internal Affairs
 Sally T. Wood, Vice President, Government Programs

BLUE CROSS OF WESTERN IOWA & SOUTH DAKOTA FTS 8-712-279-8580
 Hamilton Boulevard and I-29, Sioux City, Iowa 51102 (Direct Dial)
 Hours: 7:45 - 4:30

Harris W. Feldick, President
 Harold W. Linden, Medicare Coordinator
 Nancy Harrison, Medicare Claims Manager

KANSAS

BLUE CROSS AND BLUE SHIELD OF KANSAS, INC. FTS 8-913-232-1000
 1133 Topeka Boulevard, P.O. Box 239, Topeka, Kansas 66601 (Direct Dial)
 Hours: 8:00 - 4:30

G. Wayne Johnston, President
 Thomas L. Miller, Sr. Vice President, Internal Affairs
 Jay Lohmann, Vice President, Government Programs and Community Affairs
 Beryl Lowry-Born, Controller

KENTUCKY

BLUE CROSS AND BLUE SHIELD OF KENTUCKY, INC.
9901 Linn Station Road, Louisville, Kentucky 40223
 Hours: 8:00 - 4:30

FTS 8-502-423-2011
 (Direct Dial)

G. Douglas Sutherland, President
 Richard A. Hermanson, Director, Government Programs Division
 Frank F. Broadus, Jr., Vice President, Government Programs

LOUISIANA

LOUISIANA HEALTH SERVICE & INDEMNITY COMPANY
 (d/b/a BLUE CROSS OF LOUISIANA)
 P.O. Box 95021, Baton Rouge, Louisiana 70895-9021
 (Street Address: 10225 Florida Boulevard
 Baton Rouge, Louisiana 70815-1791)

FTS 8-504-273-5126
 (Direct Dial)

Hours: 8:00 - 4:30

John B. Johnson, Jr., President and Chief Executive Officer	295-2500
Ed Hanchey, Vice President, Provider Reimbursement & Auditing	273-5268
J. D. Prejean, Corporate Vice President, Government Operations	273-5126
Mannie D. Paine, M.D., Medical Director/Part A	273-5139

MAINE

ASSOCIATED HOSPITAL SERVICE OF MAINE
 (d/b/a MAINE BLUE CROSS AND BLUE SHIELD)
 110 Free Street, Portland, Maine 04101

FTS 8-207-775-3536
 (Direct Dial)

SPECIAL CLAIMS: HHA, RHC

William R. Johnson, President
 Fred I. Howard, Vice President, Government Programs
 George W. Hansen, Senior Vice President and Treasurer
 Peter Brown, Director of Audit and Reimbursement
 Richard Haggerty, Medicare Coordinator
 John Raeke, Director, Regional Home Health

MARYLAND

BLUE CROSS AND BLUE SHIELD OF MARYLAND, INC.
700 East Joppa Road, Baltimore, Maryland 21204
 Hours: 8:00 - 4:15

FTS 8-301-494-5555
 (Direct Dial)

All Maryland counties except Prince Georges and Montgomery
 (See District of Columbia)

Carl J. Sardegna, President	494-5252
Edward T. Zimmerman, Sr. Vice President, and Chief Financial Officer	494-5414
Glenn A. Shimmel, Vice President, Government Programs	561-4021

PHONE

MASSACHUSETTS

BLUE CROSS OF MASSACHUSETTS
100 Summer Street, Boston, Massachusetts 02106
Hours: 8:00 - 4:00

FTS 8-617-956-2532
(Direct Dial)

John Larkin Thompson, Chief Executive Officer
Thomas L. Huston, Executive Vice President and Chief Operating Officer
David F. O'Donnell, Sr. Vice President, Planning and Admin. Services
Louis J. Resca, Jr., Vice President, Government Programs
Gerard P. Roche, Assistant Vice President, Government Programs

MICHIGAN

BLUE CROSS AND BLUE SHIELD OF MICHIGAN
600 Lafayette East, Detroit, Michigan 48226
Hours: 8:30 - 4:45

FTS 8-313-225-8200
(Direct Dial)

SPECIAL CLAIMS: HHA

Richard L. Whitmer, Chief Executive Officer	225-0531
Donald G. Puscas, President	225-0538
William Van Faasen, Senior Vice President	225-8202
John R. Higbee, Vice President, Government Business Group	225-0860
Carolyn Thomason, Director, Government Business Programs	225-8335
James R. Zoladz, Manager, Government Business Relations	225-8338
Jeanne Carlson, Director, Cost Reimbursement	225-0589
Joe Dobrich, Director, Medicare A Operations	225-9341

MINNESOTA

BLUE CROSS AND BLUE SHIELD OF MINNESOTA
P.O. Box 64357, St. Paul, Minnesota 55164
(Street Address: 3535 Blue Cross Road
St. Paul, Minnesota 55164
Hours: 8:15 - 4:30

FTS 8-612-456-8000
(Direct Dial)

Andrew P. Czajkowski, President	456-8400
Norman C. Storbakken, Group Vice President & Ch. Financial Officer	456-8040
Jennifer Joy Bahnemann, Director, Government Programs	456-8601
Daryl Blowers, Director, Provider Audit & Reimbursement	456-8450
Carl Sisk, Director Corporate Budget & Internal Audit	456-8405

PHONEMISSISSIPPI

BLUE CROSS AND BLUE SHIELD OF MISSISSIPPI, INC.
P.O. Box 23035, Jackson, Mississippi 39216
 (Street Address: 3545 Lakeland Drive
 Jackson, Mississippi 39225-3035)
 Hours: 8:00 - 4:30

FTS 8-601-932-3704
 (Direct Dial)

W.C. Mosley, Chairman of the Board & Chief Executive Officer
 Aaron J. Johnson, President & Chief Operating Officer
 Maurine Blake, Senior Vice President & Director of Federal Programs
 Richard Lefoldt, Director, Medicare Reimbursement & Audit
 Sarah Burkett, Director, Medicare Benefits Administration

MISSOURI

BLUE CROSS AND BLUE SHIELD OF MISSOURI
4444 Forest Park, St. Louis, Missouri, 63108
 Hours: 8:15 - 5:00

FTS 8-314-658-4444
 (Direct Dial)

Roy Heimburger, President
 Robert Shupe, Senior Vice President, Operations
 Lester Himstedt, Vice President, Government Programs
 Robert G. Davis, Director, Contract Administration

MONTANA

BLUE CROSS AND BLUE SHIELD OF MONTANA, INC.
Great Falls Division: P.O. Box 5004
 Great Falls, Montana 59403
 (Street Address: 3360 Tenth Avenue, South
 Great Falls, Montana 59403

FTS Operator 8-585-5011
 791-4000

Alan F. Cain, President (Located in Helena)
 **Carl Tanberg, Vice President, Provider Services
 Mike Wagner, Medicare Manager

Helena Division: P.O. Box 4309, Helena, Montana 59601
 (Street Address: 404 Fuller Avenue, Helena, Montana 59601
 Hours: (Winter) 8:00 - 5:00 (Summer*) 7:30 - 4:00

Alan F. Cain, President

*Summer hours begin Memorial Day and terminate Labor Day.
 ** Medicare Coordinator

PHONENEBRASKA

BLUE CROSS AND BLUE SHIELD OF NEBRASKA
P.O. Box 3248, Main Post Office Station,
Omaha, Nebraska 68180
 (Street Address: 7261 Mercy Road
 Omaha, Nebraska 68124)
 Hours: (Winter) 8:00 - 4:30 (Summer*) 7:30 - 4:00

FTS 8-402 390-1883
 (Direct Dial)

William H. Heavey, President
 David Realph, Sr. Vice President, Finance and Government Programs
 John T. Hines, Director, Federal Programs

*Summer hours begin Memorial Day and terminate Labor Day.

NEW HAMPSHIRE

NEW HAMPSHIRE-VERMONT HEALTH SERVICE
Two Pittsburg Street, Concord, New Hampshire 03301
 Hours: 8:00 - 4:30

FTS 8-603-224-9511
 (Direct Dial)

SPECIAL CLAIMS: RHC

Frank Jillson, President
 William Regan, Vice President, Medicare Claims/Utilization Data

NEW JERSEY

BLUE CROSS AND BLUE SHIELD OF NEW JERSEY INC.
33 Washington Street, Newark, New Jersey 07102
 Hours: 8:00 - 5:00

FTS 8-201-456-2000
 (Direct Dial)

Donald M. Daniels, President
 Joan F. Boyle, Executive Vice President

456-2601
 456-3174

NEW MEXICO

NEW MEXICO BLUE CROSS & BLUE SHIELD, INC.
12800 Indian School Road, N.E.
 Albuquerque, New Mexico 87112
 Hours: 7:45 - 4:30

FTS 8-505-291-3500
 (Direct Dial)

SPECIAL CLAIMS: HHA

Arthur J. Burgess, President and Chief Operating Officer
 Elisa Hamill, Vice President of Government Programs

PHONENEW YORK

EMPIRE BLUE CROSS AND BLUE SHIELD
622 Third Avenue, New York, New York 10017
 Hours: 8:30 - 4:30

FTS 8-212-490-4567
 (Direct Dial)

Albert A. Cardone, Chairman of the Board and Ch. Exec. Officer
 Harvey W. Friedman, Divisional Vice President, Government Programs 490-4470

CLAIMS PROCESSING SITE

MEDICARE PART A CLAIMS PROCESSING
P.O. Box 4846, Syracuse, New York 13221
 Hours: 8:00 - 4:15

FTS 8-315-474-4120
 (Direct Dial)

John B. Olsen, Vice President, Statewide Medicare A Operations

NORTH CAROLINA

BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA
P.O. Box 2291, Durham, North Carolina 27702
 (Street Address: 800 South Duke Street
 Durham, North Carolina 27701)
 Hours: 8:00 - 4:30

FTS 8-919-688-5528
 (Direct Dial)

Thomas A. Rose, President
 J. Daniel Butler, Senior Vice President of Health Affairs
 Theresa L. Morris, Director, Medicare Claims
 O. Brown Gardner, Director, Provider Reimbursement

NORTH DAKOTA

BLUE CROSS AND BLUE SHIELD OF NORTH DAKOTA
4510 13th Avenue, S.W., Fargo North Dakota 58121
 Hours: 8:00 - 4:30

FTS Operator 8-783-5771

Mayo Christianson, President	282-1325
Le Noel Lichtsinn, Vice President, Government Programs and Claims	282-1329
David Cummings, Medicare Coordinator	282-1220

PHONEOHIOCOMMUNITY MUTUAL INSURANCE COMPANY

Corporate Address: Atrium Two, Suite 2600
221 E. Fourth Street, Cincinnati, Ohio 45202

FTS 8-513-872-8100
(Direct Dial)

Medicare Operations Address: Randall Building, Holiday Office Park
P.O. Box 145482, 801 West Eighth Street, Cincinnati, Ohio 45250-5482

Hours: 8:30 - 4:30

Dwane Houser, President and Chief Executive Officer	977-8811
Roger E. Parker, Senior Vice President, Operations, Medicare A.	977-8899
Thomas C. Mowry, Vice President, Government Programs	852-4230
Donald M. Dominick, Director, Medicare Finance & Program Support	852-4354
Richard Erb, Medicare Coordinator	852-4288
Vito Checchio, Director, Audit & Reimbursement	852-4330
Steve Minnis, Director, Medicare Claims Operations	852-4201

OKLAHOMAGROUP HEALTH SERVICE OF OKLAHOMA, INC.

1215 South Boulder Avenue, Tulsa, Oklahoma 74119
Hours: 8:00 - 4:45

FTS 8-918-560-2090
(Direct Dial)

Ralph S. Rhoades, President
Peggy A. Risinger, Vice President, Government Programs

OREGON AND IDAHOBLUE CROSS AND BLUE SHIELD OF OREGON

P.O. Box 8110, Portland Oregon 97207-8110
(Street Address: 100 S.W. Market Street
Portland, Oregon 97201

Hours: 8:30 - 5:00

FTS 8-503-225-5300
(Direct Dial)

Solomon Menashe, President	225-5220
Richard Woolworth, Executive Vice President, Internal Operations	225-5206
James E. Verdick, Vice President, Government Programs	225-5362

PENNSYLVANIABLUE CROSS OF GREATER PHILADELPHIA

1333 Chestnut Street, Philadelphia, Pennsylvania 19107
Hours: 8:15 - 4:30

FTS 8-215-448-5000
(Direct Dial)

Counties of Philadelphia, Bucks, Montgomery, Chester, & Delaware

SPECIAL CLAIMS: HHA

David S. Markson, President & Chief Executive Officer	448-5238
George W. Gannon, Sr. Vice Pres. and Chief Operating Officer	448-5340
Eugene Ott, Sr. Vice President, Provider Services	448-5265
Thomas J. McElvogue, Vice President, Govt & Special Programs	448-5707

PHONEPENNSYLVANIA (Continued)

BLUE CROSS OF WESTERN PENNSYLVANIA
 One Smithfield Street, Pittsburgh, Pennsylvania 15222
 Hours: 8:30 - 4:45

FTS 8-412-255-7000
 (Direct Dial)

Pennsylvania Counties other than those listed for Blue Cross of Philadelphia

SPECIAL CLAIMS: RHC

Eugene J. Barone, President	255-8250
Christine Kobus, Sr. Vice President, Consumer and Govt. Services	255-8259
Lawrence T. Miller, Vice President, Government Programs	255-7351

RHODE ISLAND

BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND
 444 Westminster Mall, Providence, Rhode Island 02901

FTS 8-401-272-8500
 (Direct Dial)

Douglas J. McIntosh, President
 George Schobel, Vice President, Government Programs

SOUTH CAROLINA

BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA
 Part A: 50 Springdale Drive, Camden, South Carolina 29020

FTS 8-803-425-4534
 (Direct Dial)

Hours: 8:30 - 5:00

SPECIAL CLAIMS: HHA, P/E

M. Edward Sellers, President, Chief Operating Officer
 * William R. Horton, Vice President, Medicare Operations

* Direct Correspondence to Mr. William R. Horton at:
 Fontaine Business Center
 300 Arbor Lake Drive
 Suite 1300, Columbia, South Carolina 29223

SOUTH DAKOTA

(See Blue Cross of Western Iowa & South Dakota)

PHONETENNESSEE

BLUE CROSS AND BLUE SHIELD OF TENNESSEE
 801 Pine Street, Chattanooga, Tennessee 37402
 Hours: 8:00 - 4:15

FTS 8-615-755-5600
 (Direct Dial)

SPECIAL CLAIMS: RHC

James R. McGuff, President
 William A. Nuckols, Executive Vice President, Chief Administrative Officer
 Wesley Sorrow, Vice President, Finance
 Robert Wortman, Executive Vice President, Internal Affairs
 David L. Deal, Director, Government Programs

TEXAS

BLUE CROSS AND BLUE SHIELD OF TEXAS, INC.
 901 South Central Expressway, Richardson, Texas 75080
 Hours: 7:30 - 4:00

FTS 8-214-669-6900
 (Direct Dial)

John D. Melton, President	669-6010
Jeff Langmead, Senior Vice President	669-6065
Vernon Walker, Vice President, Comptroller	669-6190
Edwin D. Langford, Vice President, Provider Reimbursement	680-7600
Lelia Wright, Vice President, Medicare	669-7414

UTAH

BLUE CROSS AND BLUE SHIELD OF UTAH
 2455 Parley's Way, P.O. Box 30270
 Salt Lake City, Utah 84130
 Hours: 8:30 - 4:30

FTS 8-801-487-6441
 (Direct Dial)

Jed Pitcher, President and Chief Executive Officer
 Frank Leonard, Vice President, Finance
 Reid Greenwood, Vice President, Benefit Administration
 and Government Programs (Medicare Coordinator)

VERMONT

NEW HAMPSHIRE-VERMONT HEALTH SERVICE
 Two Pillsbury Street, Concord, New Hampshire 03301
 Hours: 8:00 - 4:30

FTS 8-603-224-9511
 (Direct Dial)

SPECIAL CLAIMS: RHC

Frank Jillson, President
 William Regan, Vice President, Medicare Claims/Utilization

PHONEVIRGINIA

BLUE CROSS AND BLUE SHIELD OF VIRGINIA
602 South Jefferson Street, P. O. Box 12201
Roanoke, Virginia 24023-2201
Hours: 8:15 - 4:45

FTS 8-804-359-7000
(Direct Dial)

All, except for City of Alexandria and Counties of Arlington and Fairfax (See District of Columbia)

Gerald L. Good, Executive Vice President
Timothy Brown, Director, Reimbursement
Paul S. Keyser, Vice President, Medicare Operations
Thomas Jarvis, Director, Medicare Operations

FTS 8-804-359-7735
261-1541
985-2069
FTS 8-703-985-3930

WASHINGTON

BLUE CROSS OF WASHINGTON AND ALASKA
P.O. Box 2847, Seattle Washington 98111-2847
(Street Address: 7001 - 220th S.W.
Mountlake Terrace, Washington 98043
Hours: 8:30 - 5:00

FTS 8-206-771-0286
(Direct Dial)

Donald Lockwood, President
Ed Freutel, Vice President, Federal Programs
Janet Russell, Manager, Federal Programs

361-3854
771-0350
771-0296

WEST VIRGINIA

BLUE CROSS/BLUE SHIELD OF WEST VIRGINIA, INC.
P.O. Box 231, Charleston, West Virginia 25321
(For Express Mail: 200 Kanawha Boulevard East
Charleston, West Virginia 25301)

FTS 8-304-347-7600

Hours: 8:30 - 4:30

James W. Heaton, President
Carl Callison, Group Vice President
Fritz Moore, Vice President, Medicare Operations
Tom Cunningham, Medicare Claims Manager
Susan Hereford, Medicare Audit & Reimbursement Manager

347-7770
347-7642
347-7643
347-7656
347-7653

PHONEWISCONSIN

BLUE CROSS BLUE SHIELD UNITED OF WISCONSIN
P.O. Box 2025, Milwaukee, Wisconsin 53201
 (Street Address: 401 West Michigan Street
 Milwaukee, Wisconsin 53201)
 Hours: (Winter) 8:00 - 4:30
 (Summer) 7:45 - 4:30 (Mon. - Thur.)
 7:45 - 1:30 (Fri.)

SPECIAL CLAIMS: HHA

Thomas R. Hefty, President and Chief Executive Officer	226-6216
Jac Amerell, Vice President, Finance, and Treasurer	226-5807
Thomas Gazzana, Senior Group Executive, Government Programs	226-6210
Thomas Williams, Director of Federal Programs	226-6004
Larry Pierzchalski, Senior Manager, Provider Audit	226-6991

WYOMING

BLUE CROSS & BLUE SHIELD OF WYOMING
4000 House Avenue, P.O. Box 2266, Cheyenne, Wyoming 82001
 Hours: 8:00 - 5:00

Charles E. Chapman, President, Medicare Coordinator
 Lloyd Wilder, Senior Director of Federal Programs

FTS 8-307-634-1393
 (Direct Dial)

PART II - BLUE SHIELD PLANSPHONEALABAMA

<u>BLUE CROSS AND BLUE SHIELD OF ALABAMA</u>	FTS 8-205-988-2100
<u>450 Riverchase Parkway, East, Birmingham, Alabama 35298</u>	(Direct Dial)
Hours: 8:00 - 4:45	
William H. Mandy, President	988-2118
E.G. Thrasher, Executive Vice President	988-2116
Charles R. Hartsell, Vice Pres. of Claims and Legislative Affairs	988-2126
Norman Love, Director, Federal Programs	988-2137
Mike Fecher, Manager, Medicare B Claims	988-2777

ARKANSAS

<u>ARKANSAS BLUE CROSS AND BLUE SHIELD, INC.,</u>	FTS Operator 8-740-5011
<u>A MUTUAL INSURANCE COMPANY</u>	
<u>601 Gaines Street, Little Rock, Arkansas 72203</u>	378-2334
Hours: 8:00 - 4:45	
George K. Mitchell, M.D., President	378-2133
H. T. Gardner, Executive Vice President	378-2135
P. Mark White, Senior Vice President, Finance	378-2208
Robert L. Shoptaw, Executive Vice President	378-2242
Sharon Allen, Executive Vice President	378-2145
Regina H. Stewart, Vice President, Government Programs	378-2836
Alec Smith, Controller	378-2141
Theresa Milligan, Manager, Government Programs Support	378-2078
Dr. Robert Benefield, Medical Director	378-2356

CALIFORNIA

<u>CALIFORNIA PHYSICIANS SERVICE</u>	FTS 8-415-445-5087
<u>(d/b/a BLUE SHIELD OF CALIFORNIA)</u>	(Direct Dial)
P.O. Box 7013, Zip 94120	
(Street Address: No. 2 Northpoint	
San Francisco, California 94120)	
Hours: 7:45 - 4:30	
Charles W. Stewart, President	445-5097
Marcel Green, Vice President, Government Programs	445-5646
Diane Jiminez, Manager, Medicare Liaison	445-5619

PHONE

COLORADO

ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICE
(d/b/a BLUE CROSS AND BLUE SHIELD OF COLORADO)
700 Broadway, Denver, Colorado 80273

FTS 8-303-831-2134
(Direct Dial)

Hours: 8:00 - 4:30

John R. Galbraith, President	831-2802
Elisa J. Hamill, Vice President, Government Programs	831-2400
Tom Gillgannon, Vice President, Government Operations	831-2788
Steven Endress, Vice Pres., Finance & Actuarial Services	831-2647
James Wanebo, Director, Medicare Part B Claims Operations	831-2943
Susan Schutte, Director, Government Services	831-2276
Jack Shipp, Director, Medicare Part A	831-2745

DELAWARE (See Pennsylvania Blue Shield)

DISTRICT OF COLUMBIA (See Pennsylvania Blue Shield)

FLORIDA

BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.
P.O. Box 1798, Jacksonville, Florida 32231
(Street Address: 532 Riverside Avenue
Jacksonville, Florida 32231)
Hours: 8:00 - 4:30

FTS 8-904-791-6111
(Direct Dial)

William E. Flaherty, President
Antonio Favino, Sr. Vice President, Government Programs
W. Charles Scott, Vice President, Medicare, Part B
Karen Huber, Director, Quality and Technical Services
Henry Douglas, Director of Communications
Jeff Hinson, Director of Claims
Curtis Lord, Director, Administrative Services and Health Services Data

ILLINOIS

HEALTH CARE SERVICE CORPORATION
233 North Michigan Avenue, Chicago, Illinois 60601
Hours: 8:00 - 4:00

FTS 8-312-938-6200
(Direct Dial)

S. Martin Hickman, President and Chief Executive Officer	938-6817
Charles Goulet, Executive Vice President	938-6498
John F. Nutting, Vice President, Govt. Contracts Div.	938-6209
Kimberly Kipping, Medicare Coordinator (Marion, Illinois)*	618-997-2311
William J. Gowen, Director, Medicare B (Marion, Illinois)*	618-997-2311
Ann Shannon, Director, Medicare, Part B	938-7474

***MARION FACILITY**

P.O. Box 995, Marion, Illinois 62959

PHONEINDIANAASSOCIATED INSURANCE COMPANIES, INC.

(d/b/a BLUE CROSS AND BLUE SHIELD OF INDIANA)

Operations Offices: 8320 Craig Street, Suite 100
Indianapolis, Indiana 46250-0453FTS 8-317-841-4425
(Direct Dial)Executive Offices: 120 West Market Street
Indianapolis, Indiana 46204-2805

Hours: 8:00 - 4:15

Lloyd J. Banks, Chairman of the Board and Chief Executive Officer	263-4703
Richard C. Kilborn, Vice Chairman of the Board	263-4610
L. Ben Lytle, President and Chief Executive Officer	263-4292
Ronald Rosenberg, Sr. Vice President, Government Business	841-4401
Debbie Treon, Director, Medicare Part B	841-4514
Marsha Barker, Medicare Coordinator	841-4405

IOWA AND NEBRASKABLUE SHIELD OF IOWA

636 Grand Avenue, Station 28, Des Moines, Iowa 50309

FTS 8-515-245-4618
(Direct Dial)

Hours: 8:00 - 4:30

D. Eugene Sibery, President
 Craig C. Hennesy, Senior Vice President, Internal Affairs
 Sally T. Wood, Vice President, Government Programs

KANSASBLUE CROSS AND BLUE SHIELD OF KANSAS, INC.P.O. Box 239, 1133 Topeka Avenue, Topeka, Kansas 66601
Hours: 8:00 - 4:30FTS 8-913-232-1000
(Direct Dial)

G. Wayne Johnston, President
 Thomas L. Miller, Sr. Vice President, Internal Affairs
 Jay Lohmann, Vice President, Govt. Programs & Community Affairs
 Beryl Lowry-Born, Controller

KENTUCKYBLUE CROSS AND BLUE SHIELD OF KENTUCKY, INC.100 East Vine Street, 6th Floor, Lexington, Kentucky 40507
Hours: 8:00 - 4:30FTS 8-606-233-1436
(Direct Dial)

G. Douglas Sutherland, President
 Michael Warman, Director, Medicare, Part B
 Frank F. Broadus, Jr., Vice President, Govt. Programs

LOUISIANA (See Arkansas Blue Cross and Blue Shield, Inc.)MAINE (See Blue Shield of Massachusetts, Inc.)

PHONEMARYLAND

BLUE CROSS AND BLUE SHIELD OF MARYLAND, INC. FTS 8-301-992-3311
700 East Joppa Road, Baltimore, Maryland 21204 494-5555
 Hours: 8:00 - 4:15

Carl J. Sardegna, President	494-5252
Edward T. Zimmerman, Vice President, and Chief Financial Officer	494-5414
Glenn A. Shimmel, Vice President, Government Programs	561-4021

All Maryland counties except Prince Georges and Montgomery

MASSACHUSETTS, MAINE, VERMONT & NEW HAMPSHIRE

BLUE SHIELD OF MASSACHUSETTS, INC. FTS 8-617-956-3414
100 Summer Street, Boston, Massachusetts 02110 (Direct Dial)

Massachusetts Operation

John Larkin Thompson, Chief Executive Officer	
David F. O'Donnell, Senior Vice President, Planning and	
Administrative Services	
Louis J. Resca, Jr., Vice President, Government Programs	
John DeAmicis, Assistant Vice President, Government Programs	

Maine Operations

FTS 8-207-282-5991
 (Direct Dial)

Pearl Somaini-Dayer, Manager
 Blue Shield of Massachusetts-Tri-State
 Medicare Claims
 P.O. Box 1010
 Biddeford, Maine 04005

Maine Medicare B Operations

FTS 8-207-282-5991
 (Direct Dial)

Paul Duplinsky, Program Manager
 3 Landry Street, Biddeford, Maine 04005

MICHIGAN

BLUE CROSS AND BLUE SHIELD OF MICHIGAN FTS 8-313-225-8200
600 Layfayette East, Detroit, Michigan 48226 (Direct Dial)
 Hours: 8:30 - 4:45

Richard L. Whitmer, Chairman of the Board & Ch. Executive Officer	225-0531
Donald G. Puscas, President	225-0538
William Van Faasen, Senior Vice President	225-8202
John R. Higbee, Vice President, Government Business	225-0860
Carolyn Thomason, Director, Government Programs	225-8335
Lilandra Harville, Director, Medicare B Operations	225-7374
Jim Zoladz, Manager, Govt. Business Relations	225-8338

PHONEMINNESOTA

BLUE CROSS AND BLUE SHIELD OF MINNESOTA
 P.O. Box 64357, St. Paul, Minnesota 55164
 (Street Address: 3535 Blue Cross Road
 St. Paul, Minnesota 55164
 Hours: 8:15 - 4:30

FTS 8-612-456-8000
 (Direct Dial)

Andrew J. Czajkowski, President	456-8400
Norman C. Storbakken, Group Vice President and Chief Financial Officer	456-8040
Jennifer Joy Bahnemann, Director, Govt. Programs	456-8601
Loretta Artwohl, Medicare Coordinator	456-8641

MISSOURI

BLUE CROSS AND BLUE SHIELD OF KANSAS CITY
 P.O. Box 169, Kansas City, Missouri 64141
 (Street Address: 201 E. Armour
 Kansas City, Missouri 64111)
 Hours: 8:00 - 4:30

FTS 8-816-561-2300
 (Direct Dial)

Richard P. Krecker, President
 Fred Tromans, Senior Vice President, Claims
 * Brian Thompson, Director Medicare

*Direct Correspondence to Mr. Brian Thompson

MONTANA

BLUE CROSS AND BLUE SHIELD OF MONTANA, INC.
 P.O. Box 4309, 404 Fuller Avenue, Helena, Montana 59601
 Hours: 8:00 - 5:00

FTS Operator 8-585-5011
 791-4000

Alan F. Cain, President
 * Hal Rawson, Vice President, Planning and Govt. Operations
 Marsha Vanderhoff, Supervisor, Medicare Claims Entry, Examiner

*Medicare Coordinator

NEBRASKA (See Blue Shield of Iowa)NEW HAMPSHIRE (See Blue Shield of Massachusetts - Tri-State)

PHONENEW YORK

<u>BLUE SHIELD OF WESTERN NEW YORK, INC.</u> 275 Oak Street, P.O. Box 356, Buffalo, New York 14240-0356 Hours: 8:15 - 4:30	FTS 8-716-855-7000 (Direct Dial)
John T. Manyon, President and Chief Executive Officer Henry F. Becker, Senior Vice President, External Operations	849-6981 849-8984
<u>Upstate Medicare Division</u> 7-9 Court Street, Binghamton, New York 13901 Hours: 7:00 - 5:00	FTS 8-607-772-9264 (Direct Dial)
Jerry Maciejewski, Vice President, Upstate Medicare Div.	772-9264
<u>EMPIRE BLUE CROSS AND BLUE SHIELD</u> 622 Third Avenue, New York, New York 10017 Hours: 8:30 - 4:30	FTS 8-212-490-4567 (Direct Dial)
Albert A. Cardone, Chairman of the Board and Chief Exec. Officer Harvey W. Friedman, Divisional Vice President, Government Programs	490-7070 490-4470

NORTH DAKOTA AND SOUTH DAKOTA

<u>BLUE CROSS AND BLUE SHIELD OF NORTH DAKOTA</u> 4510 13th Avenue, S.W., Fargo, North Dakota 58121 Hours: 8:00 - 4:30	FTS Operator 8-783-5771 282-1100
Mayo Christianson, President LeNoel Lichtsinn, Vice President David Cummings, Medicare Coordinator	282-1325 282-1329 282-1200

PENNSYLVANIA

<u>PENNSYLVANIA BLUE SHIELD</u> P.O. Box 65, Camp Hill, Pennsylvania 17011 (For Express Mail: 1800 Center Street, Camp Hill, PA 17011) Hours: 8:30 - 4:45	FTS 8-717-763-3151 (Direct Dial)
--	-------------------------------------

PART B - PENNSYLVANIA, DELAWARE, DISTRICT OF COLUMBIA

Leroy K. Mann, President	763-3200
Robert B. Edmiston, M.D., Sr. Vice President, Professional Afrs.	763-3312
William E. Keller, Sr. Vice Pres., Govt. Business Unit	763-3201
Robert E. Patterson, Senior Vice President, Finance and Legal	763-3802
Lois Van Orden, Manager, Medicare Utilization Review	763-3206
Everett F. Bryant, Vice President, Medicare Support Service	763-3919

PHONEPUERTO RICO

SEGUROS de SERVICIO de SALUD de PUERTO RICO, INC.
Call Box 71391, San Juan, Puerto Rico 00936-3628
 (Street Address: 431 Ponce de Leon Ave.
 Hato Rey, Puerto Rico 00918
 Hours: 8:00 - 4:30

FTS 8-809-753-7550
 (Direct Dial)
 809-759-9191
 (Switchboard)

PART B ONLY - Puerto Rico, Virgin Islands

Lic. Frank Fournier, President
 Leopoldo Mercado, Esq., Executive Vice President
 Magali Maldonado de Oms, M.D., M.P.H., Vice President,
 Medicare Division and Medicare Coordinator
 Orlando Lomba, Assistant Vice President, Medicare Division

753-1393, Ext. 351
 Ext. 369
 Ext. 244
 Ext. 371

RHODE ISLAND

BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND
 444 Westminster Mall, Providence, Rhode Island 02901

FTS 8-401-272-8500
 (Direct Dial)

Douglas J. McIntosh, President
 George Schobel, Vice President, Government Programs

SOUTH CAROLINA

BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA
 Fontaine Business Center, 300 Arbor Lake Drive
 Suite 1300, Columbia South Carolina 29223
 Hours: 8:30 - 5:00

FTS 8-803-754-1968
 (Direct Dial)

M. Edward Sellers, President, Chief Operating Officer
 Carolyn Bankhead, Senior Vice President, CHAMPUS Program
 * William R. Horton, Vice President, Medicare Operations

FTS 8-803-799-0777
 (Direct Dial)

* Direct correspondence to Mr. William R. Horton

SOUTH DAKOTA (See Blue Shield of North Dakota)TEXAS

BLUE CROSS AND BLUE SHIELD OF TEXAS, INC.
 901 South Central Expressway, Richardson, Texas 75080

FTS 8-214-669-6900
 (Direct Dial)

Hours: 7:30 - 4:00

John D. Melton, President
 Jeff Langmead, Senior Vice President
 Vernon Walker, Vice President, Comptroller
 Lelia Wright, Vice President, Medicare

669-6010
 669-6065
 669-6190
 689-7266

PHONEUTAH

BLUE CROSS AND BLUE SHIELD OF UTAH
2455 Parley's Way, P.O. Box 30270, Medicare B
Salt Lake City, Utah 84130
Hours: 8:30 - 4:30

FTS 8-801-487-6441
(Direct Dial)

Jed Pitcher, President and Chief Executive Officer
Frank Leonard, Vice President, Finance
Reid Greenwood, Vice President, Benefit Administration
& Government Programs

VERMONT (See Blue Shield of Massachusetts - Tri-State)WASHINGTON

WASHINGTON PHYSICIANS SERVICE
4th & Battery Bldg. - 6th Floor
2401 - 4th Avenue, Seattle, Washington 98121
Hours: 8:00 - 5:00

FTS 8-206-441-9370
(Direct Dial)

Jack W. C. Heath, President 443-6303
Kenneth Nelson, Vice President 443-6335
Gisela Wisskirchen, Manager, Medicare Administration 443-6356

PART III - COMMERCIAL, INDEPENDENTPHONE

AETNA LIFE AND CASUALTY COMPANY (Home Office)

FTS 8-203-273-0123
(Direct Dial)Medicare Administration - M323

T51 Farmington Avenue, Hartford, Connecticut 06156

PART A - All States except Alaska, Maine and Rhode Island

PART B - Oklahoma, Arizona, Nevada, Alaska, Oregon, Hawaii
Guam, New Mexico, Northern Marianna Islands

SPECIAL CLAIMS: HHA, RHC, OPA, HL

William Bailey, President

Robert B. Martin, Vice President, Claims, Employee Benefits Division

James F. Sullivan, Asst. Vice President, Medicare Admin.

636-5613

Peggy Nail, Director, Part A

636-5643

Robert Weingartner, Medicare Admin., Group Division

"Audit and Reimbursement"

636-5613

Robert Champagne, Director, Part B Medicare Operations

636-5669

Kenneth K. Kerns, Manager, Medicare Administration

Fiscal Management, Planning & Personnel

636-5671

FIELD OFFICES - PART AFTS 8-203-677-8517
(Direct Dial)

Joesph H. Pinckney, Manager

Medicare Claims Administration (Connecticut)

270 Farmington Avenue, 2nd Floor

(Post Office Box 329)

Farmington, Connecticut 06032

Paul A. Klopfenstein, Regional Manager

FTS 8-309-686-2310
(Direct Dial)

C. Norman Moore, Central Regional Manager, Provider Audit

686-2320

4507 N. Sterling Avenue

P.O. Box 1702, Peoria, IL 61615-3800

Hours: 7:00 - 4:00

Gerald G. Livesey, Manager, Claims Administration

FTS 8-215-643-7200
(Direct Dial)

Dennis Phipps, Manager, Audit and Reimbursement

Fort Washington, 501 Office Center Drive

Fort Washington, Pennsylvania 19034

Hours: 8:00 - 4:15

Gary Grant, Asst. Manager, Internal Operations

AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART A (Continued)

Pat Taormino, Regional Manager
 Medicare Benefits Administration
 California Pacific Professional Center
 939 Transport Way (P.O. Box 8019)
 Petaluma, California 94975-8019
 Hours: 8:00 - 4:15

FTS 8-707-763-5455
 (Direct Dial)

Sheldon Grossman, Mgr., Audit & Reimbursement
 2201 Sixth Avenue, Suite 500
 Seattle, Washington 98121
 Hours: 7:45 - 3:30

FTS 8-206-443-0726
 (Direct Dial)

Robert L. Grathwohl, Manager,
 Medicare Benefits Administrator
 2280 U.S. Highway 19 North, Suite 165
 Clearwater, Florida 33575-2699
 Hours: 8:00 - 4:00

FTS 8-813-796-8292
 (Direct Dial)

AUDIT/REIMBURSEMENT

Ricardo R. Yumul, Manager
 Audit & Reimbursement Administration
 Provider Audit Department
 939 Transport Way (P.O. Box 8019)
 Petaluma, California 94975-8019

FTS 8-707-763-6553
 (Direct Dial)

Edward J. Rogers, Manager
 Aenta Medicare Administration
 Medicare Provider Audit Reimbursement
 One Hartsfield Boulevard
 160 Bridge Street
 East Windsor, Connecticut 06088

FTS 8-203-627-6811
 (Direct Dial)

Michael Clark, Manager
 Part A - Provider Audit/Reimbursement
 2280 U.S. Highway 19 North, Suite 144
 Clearwater, Florida 33575
 Hours: 8:00 - 4:10

FTS 8-813-796-5666
 (Direct Dial)

AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART A - AUDIT/REIMBURSEMENT (Continued)

Jalil A. Jalil, Manager
 Medicare Claims Administration
 Audit & Reimbursement
 O'Hare Office Building 11, Suite 710
 10600 West Higgins Road
 Rosemont, Illinois 60018
 Hours: 8:00 - 4:00

FTS 8-312-296-9225
 (Direct Dial)

Peter Tibone, Administrator
 Medicare Audit Reimbursement
 1515 E. Tropicana Avenue, Suite 640
 (P.O. Box 19140)
 Las Vegas, Nevada 89109

FTS 8-702-736-1790
 (Direct Dial)

Dennis Phipps, Manager
 Provider Audit P.O. Box 548 - Zip 19034)
 Medicare Address:
 500 Office Centre Building
 Fort Washington Office Center
 Fort Washington, Pennsylvania 19034

FTS 8-215-643-7200
 (Direct Dial)

Joe Padre, Manager
 Medicare Audit & Reimbursement Department
 6180 Laurel Canyon Boulevard, Suite 201
 North Hollywood, California 91606

FTS 8-213-769-0600
 (Direct Dial)

John Steinhilber, Administrator
 Audit and Reimbursement
 4600 Keitzke Lane
 Building D, Suite 134
 Reno, Nevada 89502

FTS 8-702-825-2300
 (Direct Dial)

FIELD OFFICES - PART B

Rufus O. Sadler, Manager
 Medicare Claims Division
 P.O. Box 37200
 10000 N. 31st Avenue
 Phoenix, Arizona 85069
 Hours: 8:00 - 4:20

FTS 8-602-870-6203
 (Direct Dial)

Jackson Lee, Manager
 Medicare Claims Division (Bishop Trust Bldg.)
 P.O. Box 3947 1000 Bishop St.)
 Honolulu, Hawaii 96812
 Hours: 7:00 - 4:20

FTS 8-808-524-1240
 (Direct Dial)

AETNA LIFE AND CASUALTYPHONEFIELD OFFICES - PART B (Continued)

Fred C. Bush, Manager Medicare Claims Administration 701 Northwest 63rd Street Third Floor Oklahoma City, Oklahoma 73116 Hours: 7:45 - 4:00	FTS 8-405-848-7711 (Direct Dial)
Don D. Stiller, Manager Medicare Claims Administration 200 S.W. Market Street 14th Floor Portland, Oregon 97201	FTS 8-503-222-6831 (Direct Dial)
Mailing Address: P.O. Box 1997 Portland, Maine 97207-1997 Hours: 8:00 - 4:05	

COOPERATIVA de SEGUROS de VIDA de PUERTO RICO GPO Box 3428, San Juan, Puerto Rico 00936-3428 (Street Address: 400 Americo Miranda Avenue Hato Rey, Puerto Rico 00918)	FTS 8-809-753-4930 (Direct Dial)
--	-------------------------------------

PART A ONLY - Puerto Rico, Virgin Islands

Gabriel Dolagaray, President	758-8265
Maria Cristina Ortiz, Executive Vice President	764-8469
Jose A. Brull, Vice President, Medicare	758-9720 763-2063
Alba Cosme de Natal, Assistant Vice President, Medicare Claims, Finance and Medical Review	764-4040
Raul de Jesus, Assistant Vice President, Medicare Audit and Reimbursement	758-8615

EQUICOR, Inc., - EQUITABLE CORPORATION 195 Broadway, 11th Floor, New York, New York 10007 Hours: 8:15 - 4:15	FTS 8-212-618-5366 (Direct Dial)
--	-------------------------------------

PART B ONLY - Tennessee, Wyoming, Idaho

William Hjorth, President	
Arthur Lifson, Vice President, Medicare Overall	618-5610
Edward Tateosian, Director - Medicare	618-5366
Leo M. Walsh, Jr., Chairman of the Board and Chief Executive Officer	

PHONEEQUICOR, Inc. - EQUITABLE CORPORATION (Continued)FIELD OFFICES

Joseph E. Karpach, Field Director
 3131 W. State Street
 Boise, Idaho 83705

FTS 8-208-342-1410
 (Direct Dial)

Mailing Address: P.O. Box 8048
 Boise, Idaho 83707

Hours: 8:30 - 4:30

N. Michael Brown, Director
 2 Vantage Way
 Insurance Exchange Building
 Metro Center
 Nashville, Tennessee 37228
 (P.O. Box 1465, Nashville, Tennessee 37202
 Hours: 8:00 - 4:00

FTS 8-615-244-5600
 (Direct Dial)

James Allison, Field Director (Medicare Administration)
 Helen McCall, Administrative Manager
 102 Indian Hills Center
 Cheyenne, Wyoming 82009
 Hours: 7:30 - 3:30

FTS 8-307-632-9382
 (Direct Dial)

After 3 P.M. 632-9383
 632-9382

GENERAL AMERICAN LIFE INSURANCE COMPANY
 P.O. Box 505, St. Louis, Missouri 63166
 (Street Address: 13045 Tesson Ferry Road,
 St. Louis County, Missouri 63128)
 Hours: 8:00 - 4:30

FTS 8-314-843-8700
 (Direct Dial)

PART B ONLY - Missouri

H. Edwin Trusheim, President
 Walter Schultz, Second Vice President,
 Group Development and Administration

GROUP HEALTH INCORPORATED

330 West 42nd Street, New York, New York 10036
 Hours: 8:30 - 5:30 (Mon. thru Thursday)

FTS 8-212-760-6435
 (Direct Dial)

PART B ONLY - Queens County, NY

Frank Branchini, President
 James E. Ryan, Vice President & Director, Medicare Overall

760-6677
 760-6435

PHONEHAWAII MEDICAL SERVICE ASSOCIATION

Post Office Box 860, Honolulu, Hawaii 96808

(Street Address: 818 Keeaumoku Honolulu, Hawaii 96808
Hours: 7:30 - 4:15

FTS 8-808-944-2324
(Direct Dial)

PART A ONLY - Hawaii, Guam, Samoa

Marvin B. Hall, President

Robert Hiam, Sr. Vice President

Gwen Miyasato, Asst. Vice President, Government Programs

944-3578
944-3580
944-2403

MUTUAL OF OMAHA INSURANCE COMPANY

P.O. Box 1602, Omaha, Nebraska 68101

(Street Address: 3101 Dodge Street
Omaha, Nebraska 68131)

Hours: 8:00 - 4:30

FTS 8-402-978-2860
(Direct Dial)

PART A ONLY - Alabama, Georgia, Florida, Louisiana, Texas,
Nebraska, Iowa, Kansas, California, Maryland,
District of Columbia, Virginia, North Carolina,
South Carolina, Oklahoma, West Virginia

John W. Weekley, President

Rollin C. Olds, Senior Vice President

Richard G. Bath, Vice President, Dir., Medicare Admin.

Lewis O. White, Asst. Vice President, Director, Field Operations

William F. Taylor, Director, Medicare Operations

James Schmitz, 2nd Vice President, Director, Audit & Reimbursement

Frank Kiblinger, Regional Medicare Manager

FIELD OFFICES

Bill Yarletz, Regional Medicare Manager

Mutual of Omaha Insurance Company

Suite 223, 2740 Fulton Avenue

Sacramento, California 95821

Hours: 8:00 - 4:30

FTS 8-916-481-4700
(Direct Dial)

Bill Otto, Regional Medicare Manager

Mutual of Omaha Insurance Company

2814 New Springs Road, Suite 200

Atlanta, Georgia 30339

Hours: 8:00 - 4:30

FTS 8-404-434-6931
(Direct Dial)

Guy A. Trigg, Regional Medicare Manager

Mutual of Omaha Insurance Company

2475 Merritt Street

Garland, Texas 75041

Hours: 8:00 - 4:30

FTS 8-214-840-4200
(Direct Dial)

PHONE

NATIONWIDE MUTUAL INSURANCE COMPANY (Home Office)
 P.O. Box 16788 or P.O. Box 16781, Columbus, Ohio 43216
 (Street Address: 1 Nationwide Plaza
 Columbus, Ohio 43216)
 Hours: 8:00 - 4:30

FTS 8-614-249-7110
 (Direct Dial)

PART B ONLY - Ohio, West Virginia

John E. Fisher, General Chairman & Chief Executive Officer	249-7632
John L. Marakas, Pres., Nationwide Corp. & Nationwide Life	249-7632
Raymond L. Wilson, Sr. Vice President, Life & Health Operations	249-7040
Herb Bosen, Controller, Medicare Operations	249-7083
William P. Ramsey, Associate Vice President, Medicare Operations	249-7078
C. William Hellman, Medicare Field Operations Manager	249-7067
C. Nelson Merrell, Medicare Claims Department Manager	249-7124
Jeannine Keating, Audit/Analysis Department Manager	249-4691

FIELD OFFICE

P.O. Box 3183, 1207 Quarrier Street
 Charleston, West Virginia 25332
 Hours: 8:00 - 4:30

FTS 8-304-346-0411
 (Direct Dial)
 346-1111

Betty Rickenbacker (Mrs.), District Medicare Manager

NORTH CAROLINA OFFICE

C. Amos Lashley, Director
 Medicare B
 1143 East Lexington
 College Village Shopping Center
 P.O. Box 2126
 High Point, North Carolina 27261
 Hours: 8:00 - 4:10

FTS 8-919-884-3500
 (Direct Dial)

GEORGIA OFFICE
 Carlos J. Creamer, Director
 Medicare B
 3055 Highway 20
 P.O. Box 546
 Buford, Georgia 30518
 Hours: 7:30 - 3:30

FTS 8-404-945-1661
 (Direct Dial)

PHONE

THE PRUDENTIAL INSURANCE COMPANY OF AMERICA
Tri-City Office, Drawer 471, Millville, New Jersey 08332
 Hours: 8:00 - 4:10

FTS 8-609-293-2000
 (Direct Dial)

SPECIAL CLAIMS: RHC, HHA, INDEPENDENT HOSPICES (East)

PART A - New Jersey

PART B - New Jersey, North Carolina, Georgia

Leon J. Leach, Vice President, Government Programs
 James W. Long, Vice President, Operations

Linwood, N.J. - Part B Office
 P.O. Box 2222, Linwood, NJ 08221

FTS 8-609-653-2700
 (Direct Dial)

Edward H. Hughes, Vice President, Medicare Claims

TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY
12th at Hill Street, Los Angeles, Calif. 90054
 (Mailing Address: P.O. Box 54905, Terminal Annex)
 Hours: 7:00 - 5:30 (Staggered hours)

FTS 8-213-748-2311
 (Direct Dial)

PART B ONLY - California (South)

SPECIAL CLAIMS: P/E

William Simpson, President	742-2131
Neil Bass, Vice President & Chief Medicare Admin.	742-2561
Richard Stratton, Medicare Claims Operations	742-2614
Stanley Friedman, Professional & Beneficiary Services	742-2578
George Garcia, 2nd Vice President, Medicare Quality Assessment	742-2527
Barbara Koga, PEN Claims	742-2687

THE TRAVELERS INSURANCE COMPANY (Home Office)
One Tower Square, Hartford, Connecticut 06183
 Hours: 8:00 - 4:30

FTS 8-203-277-0111
 (Direct Dial)

PART A - Connecticut, New York, Michigan

PART B - Minnesota, Connecticut, Mississippi, Virginia

SPECIAL CLAIMS: RRB

E.H. Budd, Chairman of the Board	
Richard W. McLaughlin, Executive Vice President, National Accounts Group	
Lynn W. Willsey, Senior Vice President, National Accounts Group	
Luther E. Carter, Vice President, Medicare Administration	
Michael J. Reeves, Assistant Director - Medicare Administration	

PHONETHE TRAVELERS INSURANCE COMPANY (Continued)Part A

Richard S. Stuart, 2nd Vice President - Medicare Operations

Part B

Richard T. Arnold, Director - Medicare Administration

FIELD OFFICES - PART A - AUDIT/REIMBURSEMENT

Robert M. Bishop, Medicare Manager
100 Barnes Road
Wallingford, Connecticut 06493-7532

FTS 8-203-269-5207
(Direct Dial)
Ext. 333

David M. Gross, Associate Manager
1000 Travelers Tower
26555 Evergreen Road
Southfield, Michigan 48076
Hours: 8:00 - 4:15

FTS 8-313-423-2300
(Direct Dial)
423-2308

John Fazzio, Associate Manager
Travelers Financial Center
90 Merrick Avenue
East Meadows, New York 11554
Hours: 8:00 - 4:00

FTS 8-516-296-2180

FIELD OFFICES - Part B

William D. Lanzo, Medicare Manager
8120 Penn Avenue, South
Bloomington, Minnesota 55431
Hours: 8:00 - 4:15

FTS 8-612-884-7111
(Direct Dial)
Ext. 200

J. Keith Walton, Manager
4795 Interstate Highway 55, North
P.O. Box 22545
Jackson, Mississippi 39205
Hours: 8:15 - 4:30

FTS 8-601-490-4610
(Direct Dial)
982-9411

Vernon L. Case, Manager - Medicare
P.O. Box 26463
Richmond, Virginia 23261-6463
(For Express Mail: 3600 W. Broad Street,
Richmond, Virginia 23230)
Hours: 8:00 - 4:15

FTS 8-804-254-4000
(Direct Dial)

Gerald F. Godfrey, Manager - Medicare
100 Barnes Road
P.O. Box 5005
Wallingford, Connecticut 06493

FTS 8-203-265-7651
(Direct Dial)

WISCONSINPHONE

WISCONSIN PHYSICIANS' SERVICE INSURANCE CORP.
1717 West Broadway, Monona, Wisconsin 53713

FTS Operator 8-364-5000
 (608) 221-4711

Mailing Addresses:

P.O. Box 1787, Madison, Wisconsin 53708 (Claims)
 P.O. Box 8190, Madison, Wisconsin 53718 (Administration)
 Hours: (Winter) 7:25 - 4:00
 (Summer) 7:10 - 4:15 (Mon. - Thurs.)
 7:10 - 11:10 (Fri.)

PART B ONLY - Wisconsin

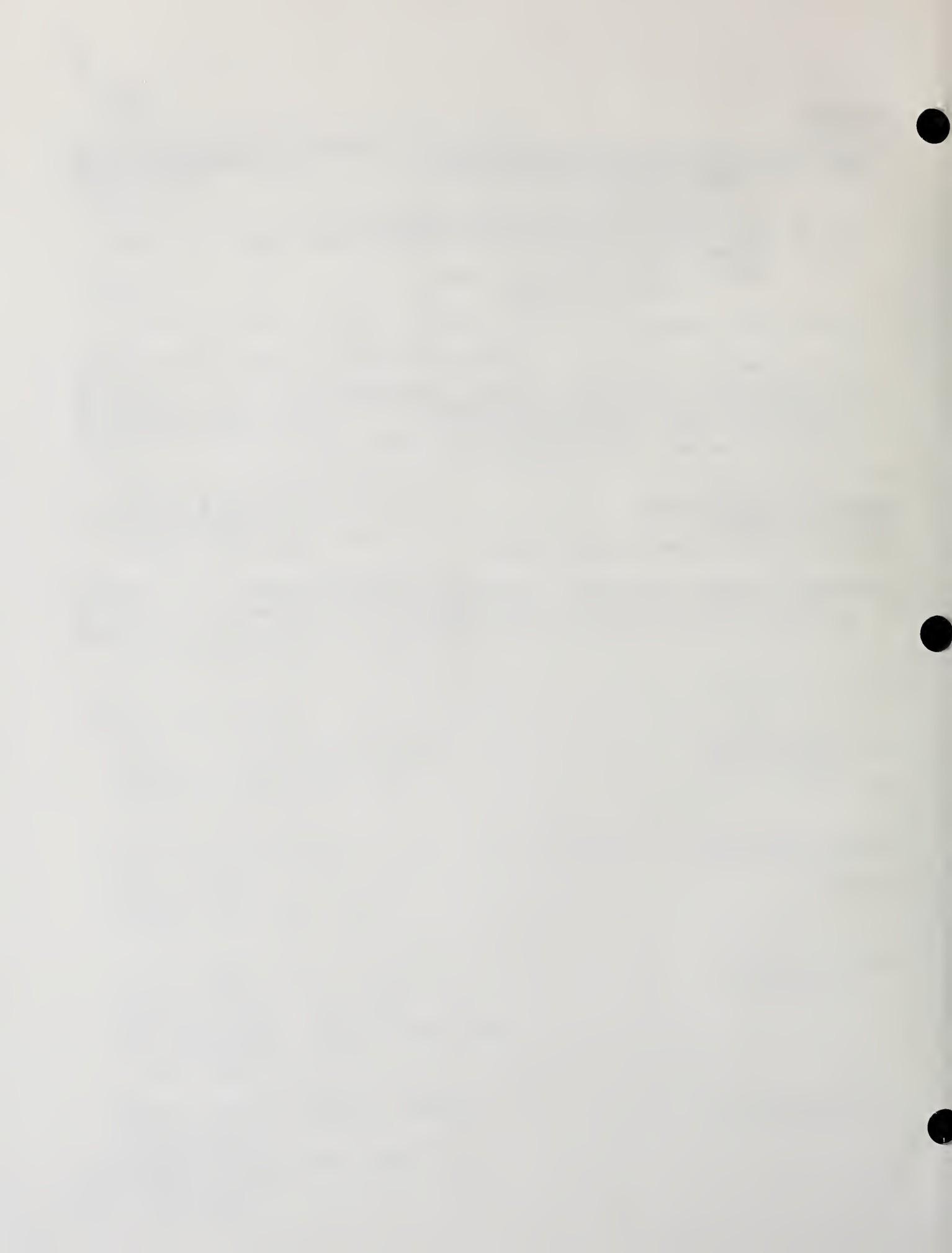
Mahlon Bontrager, President	Ext. 3332
William Schweers, Senior Vice President, Operations	Ext. 3305
Ned Boston, Director, Medicare Administration	Direct Line 8-608-221-5084
Mary Strope, Manager, Claims Operations	Ext. 3421
Dave Baker, Manager, Support Operations	Ext. 3407

RAILROAD RETIREMENT BOARD

FTS 8-312-751-4600
 (Direct Dial)

Attention: BRCMPS
 844 Rush Street, Chicago, Illinois 60611

Robert S. Kaufman, Assoc. Exec., Director of Retirement Claims	751-4600
Leonard S. Besler, Director of Disability & Medicare Programs	751-4726
Dave Boykin, Chief, Medicare Programs Section	751-4741





1970



CMS LIBRARY



3 8095 00009201 1